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TOM LANE, NCPS, CRPS, CONSULTANT

BENCHMARK HUMAN SERVICES

Alabama Crisis Redesign Project

Lunch and Learn Series

Peer Specialists in Crisis Systems: Alabama

Lunch and Learn series line up

8/21 – Organizational Readiness & Culture

9/4 – Program Design of Peer Services

9/18 – Recruiting Peer Supporters

10/2 – Hiring & Onboarding Peer Supporters

EXPLORE	• **How to inventory and assess current state peer supporter capabilities**
UNDERSTAND	• **The 4 primary components of program design**
DESCRIBE	• **How to build on current capabilities to achieve future state programs**
DISCUSS	• **Resources to inform program design**

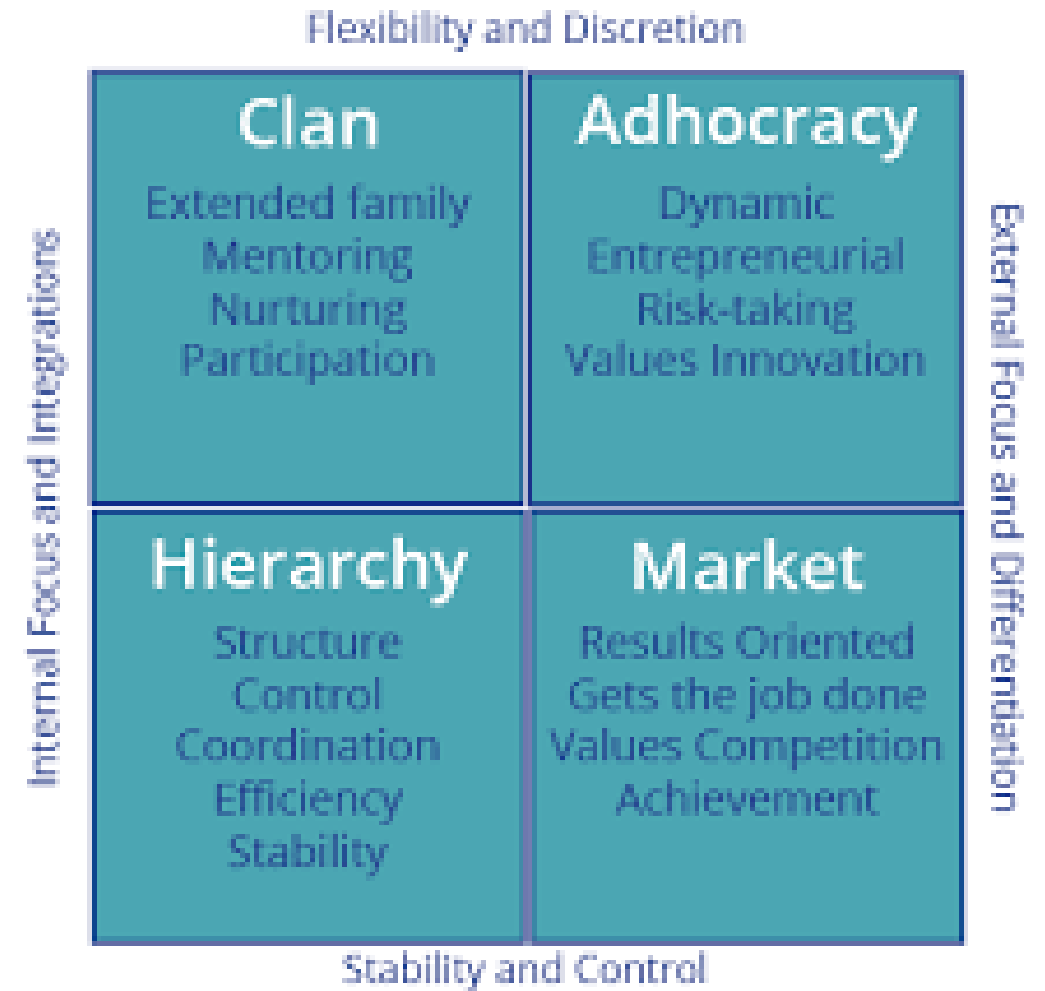# OBJECTIVES

Part 2
Program Design of Peer Services

Recap:
Organizational Readiness and Culture

- **Organizational culture influences program design**

- **Good program design can influence organizational culture**

Organizational Culture

4 Types of Organizational Culture

Flexibility and Discretion

Internal Focus and Integrations

External Focus and Differentiation

Clan	Adhocracy
Extended family Mentoring Nurturing Participation	Dynamic Entrepreneurial Risk-taking Values Innovation
Hierarchy	**Market**
Structure Control Coordination Efficiency Stability	Results Oriented Gets the job done Values Competition Achievement

Stability and Control
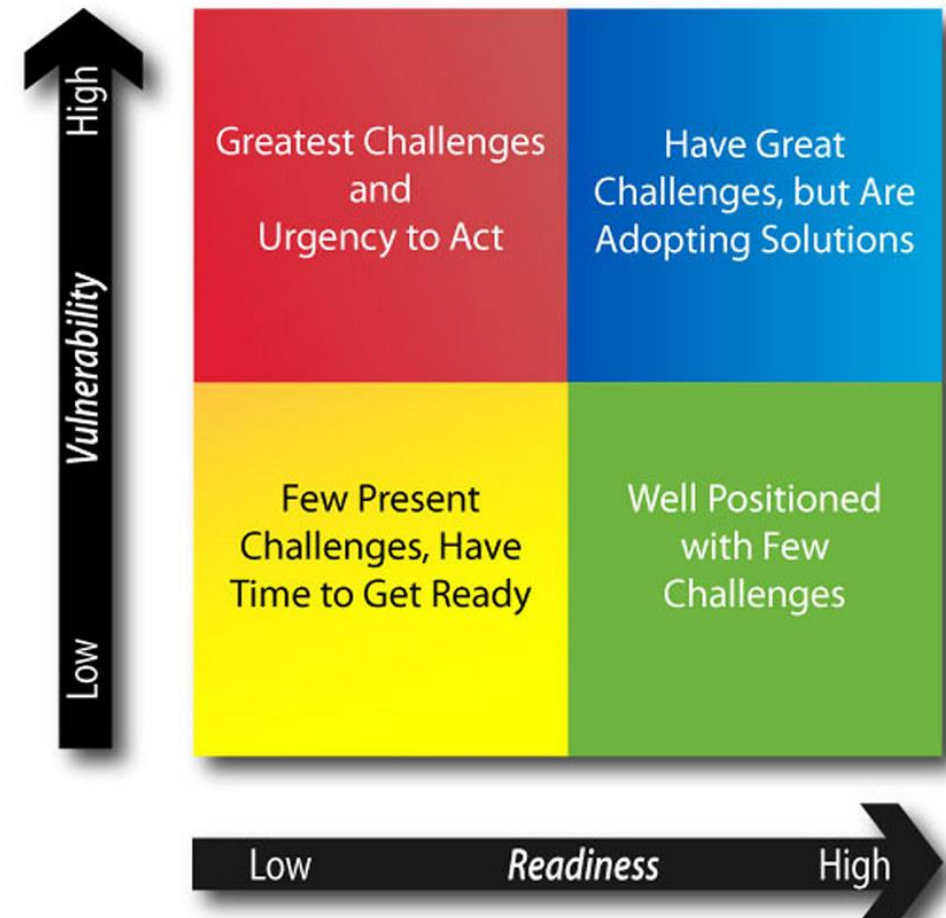
Organizational Readiness

Organizational readiness for change is a multi-level, multi-faceted construct.

Readiness for change refers to

▶ **organizational members' shared resolve to implement a change (change commitment)**

▶ **shared belief in their collective capability to do so (change efficacy).**

Weiner, B.J. A theory of organizational readiness for change. Implementation Sci 4, 67 (2009). https://doi.org/10.1186/1748-5908-4-67

The Readiness Matrix™

Vulnerability High	Greatest Challenges and Urgency to Act	Have Great Challenges, but Are Adopting Solutions
Low	Few Present Challenges, Have Time to Get Ready	Well Positioned with Few Challenges

Low ← Readiness → High

Poll #1
Peer Supporter Capabilities

What are your organization's current peer support capabilities?

Inventory and Assessment

- What are you doing now?

- What are the touchpoints across functional and operational areas?

- What about partnerships with peer-led organizations and mutual self help groups?

- Department-level assessment, based on function (e.g. – Clinical, Quality, HR)

- Peer team expertise and training; are peers certified?

What do Persons Served think? Design for the end user experience

Inventory and Assessment

- ▶ A tool for assessing capabilities

- ▶ Additional planning resources

4 Primary Components of Program Design

▶ Community and Organizational Readiness – such as assessing needs, obtaining stakeholders' buy-in, and securing resources.

▶ Program Development – planning peer support interventions, developing protocols, and recruiting and training peer supporters.

▶ Program Implementation – reaching and engaging program participants, and monitoring and supporting peer supporters.

▶ Evaluation – documenting the process, and identifying indicators and tools to evaluate outcomes/impact.

http://peersforprogress.org/resource-guide/starting-a-peer-support-program/

Building on Your Foundation

- Look at what you have now

- Where do you have peer support capabilities?

- Who are your partners?

- What are you missing now?

- What areas are you most ready to build on?

- Who are your helpers, champions, leaders?

What do Persons Served think? Design for the end user experience

Operational Areas

- Clinical operations (broad and deep)

- HR (policies/procedures, orientation, ongoing learning, compensation)

- Quality

- Recovery and Resiliency

- Leadership & management

- Any interface with Persons Served (reception, screening/triage)

Resources to Inform Program Design

- Toolkit resources – technical

- Look at your own outcomes

- Think about community partnerships

What do Persons Served think? Design for the end user experience

Tools and Resources

- Resources for the Supervision of Peer Workers (BRSS TACS)

- Paving New Ground: Peers Working in Inpatient Settings (NASMHPD)

- Peer Support Workers in Emergency Departments (National Council)

- Supporting Recovery in Acute Care and Emergency Settings (SAMHSA)

- Peer Recovery Assistants on Crisis Triage Team (draft)

- Peers as Crisis Service Providers (SAMHSA webinar slide deck)

- Peers for Progress Program Development Guide (AAFPF)

- Peer Services Toolkit (MHA)

Poll #2
Co-occurring

Would you consider your peer support program to be co-occurring capable?

Poll #3
Volunteers

Do you have a volunteer program?

"Design is intelligence made visible."
Alina Wheeler, author

Thank you!

QUESTIONS AND DISCUSSION

CTHOMASLANE@GMAIL.COM